

Customer satisfaction

Your cable company must guarantee your satisfaction when you sign up for new cable service or a higher level of cable service.

How to contact the City's Office of Cable Communications

Telephone: Brenda Tate at 206-386-1989 during normal business hours or 206 684-8498 24-hour voicemail. We will provide assistance in your own language with an interpreter upon request.
Web: www.seattle.gov/cable/comments.htm.

Cable Discount Program

- If you meet certain income criteria and are a senior, disabled, and/or living in subsidized housing, you may be eligible for a discount on your cable bill. Please call the City's Cable Office at 206-386-1989. The Cable Office staff can visit a group or organization to provide more information.

Keeping Your Television Signal: the Digital Television Transition

On February 17, 2009, analog broadcasts will end and all broadcast television signals will be digital. Since you are getting this brochure, you have cable on at least one TV. If you have other TVs that use antennas, except satellite antennas, you will need to get a converter box in order to keep getting TV reception. To get two free vouchers for \$40 each toward purchasing digital converter boxes, please call 1-888-DTV-2009 or visit www.dtv2009.gov. For questions, call 206-386-1989 or visit www.seattle.gov/digitaltv.

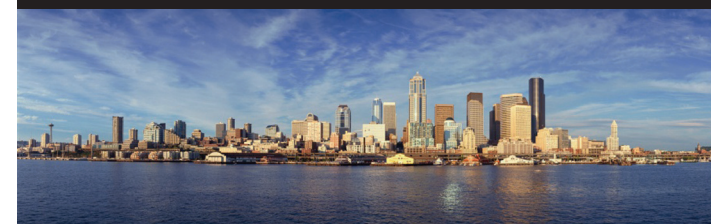


City of Seattle

English

Revised 10/08 by Department of Information Technology

Cable Customer Bill of Rights



Seattle's Cable Customer Bill of Rights

The City of Seattle has had a Cable Customer Bill of Rights (CCBOR) since July, 1999. It has helped thousands of people get better service from their cable company.

What the Cable Customer Bill of Rights does

The CCBOR sets levels and quality of service that the cable companies must meet. It tells you what your rights as customers are. The CCBOR calls for employees of the cable companies to "be courteous, knowledgeable and helpful" and "provide effective and satisfactory service in all contact with Customers." To read the entire CCBOR in English, go to http://www.seattle.gov/cable/2001_Bill_of_Rights.htm.

Service centers

You can pay your bill, exchange equipment and get cable information at one of these service centers in Seattle. Hours at service centers are Monday – Friday, 8 a.m. to 7 p.m., and Saturday, 9 a.m. to 5 p.m.

Comcast

Full service: 1140 N 94th Street
(just east of Aurora Avenue)

Payment/equipment drop-off center: City of Seattle
Central Neighborhood Service Center at
2301 So. Jackson, Suite 208

Broadstripe

(formerly known as Millennium Digital Media)

Full service: 604 Oakesdale Ave. S.W.,
Suite 101 in Renton

Payment/equipment drop-off center:

City of Seattle Central Neighborhood Service Center
at 2301 So. Jackson, Suite 208

To find other locations near you call Comcast at
1-800-COMCAST or email them at www.comcast.com.
Broadstripe can be reached at 1-800-829-2225 or at
www.broadstripe.com.



Outages

A cable outage must be fixed within 2 to 24 hours. If you have an outage on TV or Internet, no matter how long, you can receive payment credited to your bill for the day on which you had an outage. You must call to request the credit, however, as it may not be automatic.

Services for customers with disabilities

Delivery and pick up of cable converters are free for customers with disabilities, as are TTY or remotes for the mobility impaired. Your cable company offers a discount on cable service and equipment if you qualify as a low-income household or are disabled

Customer Privacy

Your cable company cannot monitor what programs you watch without your prior written consent. They also cannot sell your name and address to anyone else if you object.

Information your cable company must give you:

- the Cable Customer Bill of Rights brochure
- a description of products and services, prices, installation and service maintenance policies, and privacy policies
- information on programs, channels and any changes to programming or channel positions
- new listings when the channel lineup is changed